

Child Support Advisory Board
MINUTES
June 24, 2004

Present

1st District, Jane Preece, Esq.
2nd District, John Murrell
3rd District, Lucy T. Eisenberg, Esq.
3rd District, Betty Nordwind, Esq.
5th District, Reginald Brass
5th District, Susan Speir

Department of Public Social Services,
Rosie Ruiz
Children and Family Services,
Barbara Abrams
Child Support Services Department,
Philip Browning
CA Department of Child Support Services,
Nancy Stone

Guests

Steven Golightly, Chief Deputy Director, CSSD
Lori Cruz, Deputy Director, CSSD
Julie Paik, Deputy Director, CSSD
Sheryl Spiller, Deputy Director, CSSD
Lisa Garrett, Special Assistant, CSSD

Absent

1st District, George Gliaudys, Jr., Esq.
2nd District, Paula Leftwich
4th District, Jean F. Cohen
4th District, Maria Tortorelli

Chief Information Office,
Jon Fullinwider
Superior Court, David Jetton
Franchise Tax Board, Debbie Strong

Gail Juiliano, QAPI Manager, CSSD

Carol Mentell, Ombudsman, CSSD
John Allen, CSSD
Jenny Skoble, Advocate
David Devase, NCP

Staff Support

Lee Millen, Board of Supervisors
Peter Papadakis, Board of Supervisors
Audra Galang, Board of Supervisors

CALL TO ORDER

In the absence of a quorum, *Chairperson Eisenberg* called a meeting of the Committee of the Whole to order at 9:37 a.m.; a quorum was confirmed at about 10:00 a.m. and the Commission meeting was called to order.

BOARD CHAIR'S REPORT – ITEMS FOR INFORMATION RECEIVED AFTER AGENDA PREPARATION

Chairperson Eisenberg reported that a summarized version of the state data will be provided next month.

DIRECTOR'S REPORT TO INCLUDE: BUDGET STATUS; AND THE REVIEW AND DISCUSSION OF STATEWIDE PERFORMANCE DATA

Philip Browning, Director, CSSD, reported the following:

- The Board of Supervisors approved the County's budget last week; CSSD is waiting for approval of the State's budget; a one time only \$4 million allocation will not be included in CSSD's 2004-05 budget; about 40 plus layoffs are anticipated;
- SEIU has lobbied the state legislators on behalf of CSSD; Assemblywoman Goldberg has requested \$1.36 million in state funding and \$2.7 million in federal funding; the \$1.36 million would be returned the next fiscal year; the CAO has requested that layoffs not be initiated due to possible funding;
- The Allocation Committee's recommendation was made without Los Angeles County's concurrence; the CAO statisticians have reviewed the Committee's recommendation and noted an above standard performance by the CSSD compared to its allocation, instead of an indicated 26% performance below standard; a neutral evaluator should review the Committee's findings;

Member Stone noted that Los Angeles had representation on the Committee and any suggestions are not timely following approval of the final report. The next step will be to lay out the underlying principles to allocate funding; the state legislature expects an improved performance before additional funding is considered.

- Member Browning suggested that the County is at a disadvantage with the Committee's recommendation; a third party has reviewed the report and his findings have been shared with Curt Childs, DCSS; the CSSD will file a minority report, including additional pertinent information, with the DCSS; the current caseload was not taken into consideration;
- The Committee recommendations will not affect CSSD's FY 2004-05 budget;
- A Town Hall meeting was held recently where about 200 staff attended and commendations were awarded to line staff; Lisa Garrett, CSSD, coordinated the awards portion of this very successful event;
- The CSSD received a National Association of Counties award for the CSI project and staff's outstanding performance; the CSSD has historically had a 32% performance rate versus the current 41% rate in current support collections, and collections in the last three years have increased by over \$20 million per year; and
- The CSSD has passed the Federal Data Reliability Audit review.

DCSS Report to include: Changes in management; final allocation report; input on LA/CSSD plans for centralizing intake and improving audit procedures; response to February 6, 2004 Phillip Browning letter; and response to query regarding out-of-state FCR data

Nancy Stone, DCSS, reported the following:

- The state achieved nearly a 100% rating in the Federal Data Reliability Audit review; Director Browning and staff's efforts are to be commended;
- Several DCSS administrators have moved to other State offices and their replacements have been/will be hired;
- The Allocation Committee report was forwarded to the agency in May 2004, and they will forward it to the Assembly Budget Committee for review;
- An e-mail was received from the CSSD regarding the BPR, however, recommendations for substantive changes are not anticipated, only questions regarding which steps will be incorporated;

In response to Chairperson Eisenberg, Member Stone noted that responsibility for the local agency rests on Director Browning; the DCSS has provided PIP guidance, however, achieving a positive outcome is the overriding concern. Also, a list of questions will be forwarded to Steven Golightly regarding Centralized Intake, with a copy to the Chair.

- Director Curt Childs responded on June 14, 2004, to Member Browning's concerns outlined in his letter dated February 6, 2004;
- An update as of January 2004, will be presented next month on whether concerns are being addressed by CSSD's implementation of the corrective action plan; and
- The FCR concern will be reviewed and explained next month.

APPROVE MINUTES OF MAY 20, 2004

A self-introduction of attendees present followed.

On motion of Vice Chair Speir, seconded by Member Nordwind and unanimously carried, the minutes of May 20, 2004, were approved with the following corrections: Attendance: Julie Paik, Deputy Director, CSSD and Sylvia Valencia, DPSS were present.

PUBLIC COMMENT

Dave DeVase, NCP, reported that the child support system favors CP's and does not provide equal access to representation and case information to NCP's. My Child Says Daddy has educated Mr. DeVase on the system and who to contact regarding concerns. Vice Chair Speir noted that if a paternity case is filed the NCP can request legal representation. Lori Cruz, Deputy Director, CSSD, offered to speak at a My Child Says Daddy meeting to better inform participants of CSSD operations.

REPORT ON DPSS INTERFACE MEETING, UPDATE ON AUDIT WORKGROUP AND MEETING REGARDING CENTRALIZING INTAKE

Steven Golightly, Chief Deputy, CSSD, reported the following:

- Accomplishments to date and funding was discussed at the DPSS/CSSD interface meeting on June 2, 2004; the original \$2.5 million for automating welfare audits has been decreased by \$1.5 million;
- DPSS provided 20 plus Leader stations and training; DPSS data is transferred every evening and staff on both sides are communicating daily; DPSS has become more efficient in audits;

Following discussion, Member Nordwind requested an interface update in September 2004.

- Staff are instructed not to second guess MFG data; a training bulletin will be issued regarding this issue;
- CSSD was invited recently to participate in an Urban Academy where staff presented regarding Co-Locate and the DPSS/CSSD Interface;
- Management will address communication concerns expressed by CSO's and EW's (DPSS); and

Member Nordwind expressed concern regarding Domestic Violence cases (not convinced that data is transferred over to CSSD), and adherence to the 60-day case time limit. Gail Juiliano, CSSD, noted that the audit focused on time-out cases and 158 DV clients were identified. In response to Chairperson Eisenberg, Mr. Golightly agreed to report back next month regarding the Audit Workgroup's complete set of recommendations, including who is responsible to communicate audit results to a requestor; these recommendations will be implemented by September 2004.

In response to Member Nordwind regarding substantive billing statement concerns, Mr. Golightly noted that the next Workgroup meeting will focus on billing statements; recommendations will also be forwarded to Member Tortorelli. Vice Chair Speir advised that case worker error caused inaccurate billing data. Mr. Golightly reported that a centralized intake process will improve quality control and casework.

- The SEIU has been consulted and a meeting is scheduled next week with other interested parties to finalize the BPR and submit it to Director Browning for approval.

REPORT ON FOLLOW-UP OF THE LOCATE AUDIT

Gail Juiliano reported that out of 50 cases reviewed there were 126 residence and 115 employer addresses reviewed. There were 241 Locate entries identified and 209 were initiated for unverified data. About 41% of requests for information were received in 30 days, about 33% were returned after 30 days, and about 27% were not returned.

Member Nordwind expressed concern that the rate of not successfully serving an NCP and obtaining an order is very high; and queried whether those identified as served have orders. Ms. Juiliano noted that the validity of service is determined by contacting the NCP and/or the employer; the Locate report does not reveal in-depth

data analysis, however, a more comprehensive review can be performed on a small number of cases.

Chairperson Eisenberg advised that the audit can be further reviewed and a determination made whether additional surveys should be conducted. Members can direct any suggestions/items for review on this issue to the Chair for transmittal to Ms. Juiliano. Also, Mr. Golightly noted that staff relies on automation versus direct contact with NCP's due to the large volume of cases, and Ms. Juiliano reported that staff is tasked to call the employer on non-functioning wage assignment cases.

Member Nordwind requested that a comparison report on this issue be presented at the August 2004 meeting.

REPORT ON IMPLEMENTATION OF THE NEW PROCEDURE FOR TRANSFERRING COURT ORDERS

This item was deferred to next month's meeting.

REPORT ON AUDRA GUETTLE CASE

Lori Cruz, Deputy Director, CSSD, reported on the following cases:

Audra Guettler

Ms. Cruz presented a brief summary of the Guettler case (copy on file). The findings included: Staff should be reminded that upon inquiry, an employer should be told to comply with all valid child support orders that they have been served with; that case notes should be very clear when a dismissal is filed, and that the dismissal of a CSSD case has no effect on the enforceability of a private order; and that staff are to be reminded of the importance of accurate data entry to ensure that all appropriate enforcement mechanisms are implemented.

The CSSD contacted the employer and verified that the NCP was no longer employed since February 2004; the CSSD makes every effort to confirm with the employer the status of an NCP's employment. Employers are expected to comply with withholding orders, and are advised of the possible consequences of failing to comply with valid orders.

Chairperson Eisenberg noted that protocol should require that the above summary be shared with the CP.

(Member Nordwind was excused from the meeting.)

Jennifer Bravo

Ms. Cruz presented a brief summary of the Bravo case (copy on file). The findings included: Staff will be reminded that when there is a question regarding interpretation of a court order, or anytime a foreign currency is used in the child

support amount, they should consult their supervisor or staff attorney regarding how the order should be enforced and what steps should be taken; and staff will be reminded of the importance of following up on court findings to ensure that proper filing procedures are followed.

DISCUSSION REGARDING EXPERIENCES WITH NEW PROCEDURE FOR COMMUNICATING WITH ADVOCATES

Vice Chair Speir expressed dissatisfaction with the new procedure for CSSD communication with advocates.

REVIEW AND DISCUSS PERFORMANCE MEASURES

This item was deferred to next month's meeting.

ADJOURNMENT

The meeting adjourned at 12:10 p.m.